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October 14, 2025

Dear Commissioners:

As we head into the winter heating season, I write to request that the Department launch a first-of-its-kind, comprehensive review of gas and electric rates and charges to lower customer costs and bill volatility. Specifically, the Department should **review each and every charge that customers are currently paying to determine whether the charge can be eliminated, reduced, or its impact mitigated.**

This review should include analyzing how charges are structured (fixed versus volumetric, seasonal versus annual) and when and how frequently they change.

As you know, customers across Massachusetts are facing high utility costs. Last winter, customers saw their bills spike, with some paying 50% more than they did the previous winter. Families and businesses cannot afford, nor budget for, these unexpected, high costs.

I launched my affordability plan last winter, which included more than \$220 million in immediate savings for electric and gas customers, and challenged the Department to get the gas utilities to bring down winter rates, which they did by 10%. I also filed affordability legislation that will enable greater savings -- more than \$13 billion over ten years -- and provide the Department with greater authority to protect customer interests. As the Legislature considers this cost cutting legislation, the Department must continue to act aggressively and use its existing authorities to help customers with their bills.

I appreciate the actions that the Department has already taken and is currently pursuing to lower customers' bills, including reducing energy efficiency charges and requiring all utilities to establish a heat pump rate by this winter. Customers that get on these new heat pump rates will save on average \$540 over the winter heating season. I encourage the Department to continue to be creative and bold and do all it can to help customers lower and manage their bills.

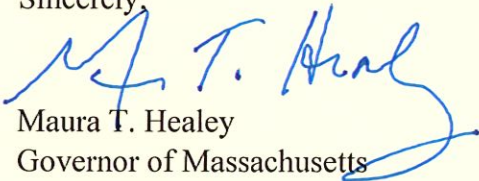
In addition to conducting its first ever comprehensive review of all rates to lower customer costs and bill volatility, the Department must continue to **rigorously review utility rate cases to avoid unnecessary spending and drive down costs.**

Distribution charges are some of the fastest growing components of customer bills, for both gas and electric. These infrastructure costs are skyrocketing. Accountability for and rigorous scrutiny of these major utility investments is critical. The Department must ensure that the companies responsibly conduct their work and are leveraging past investments to their fullest, before asking for more from ratepayers.

And the Department must complete and finalize proceedings necessary to **enable the interconnection of new solar resources before the federal investment tax credits expire** and ensure that the utilities are taking the necessary steps to process interconnection requests to meet these federally imposed deadlines. Massachusetts ratepayers cannot afford to lose out on the cheapest and fastest energy that can get built.

Families and businesses throughout the state are counting on the Department to keep costs down. By taking action to reform rates and take unnecessary charges off bills, while controlling utility spending and expediting new supply, the Department can deliver on the promise of a more affordable, reliable energy future for Massachusetts.

Sincerely,



Maura T. Healey
Governor of Massachusetts